



U.S. Army Recruiting Command Army Family Action Plan (AFAP) Overview

25 February 2014, 1415-1530



**Purpose: Provide background on the
AFAP program**



Army Family Action Plan (AFAP)

What is AFAP?

- The “Voice of the Customer”
- Engages Soldiers, Family members, survivors, retirees, and Army Civilians across all Army Components to identify, prioritize, and elevate quality of life issues to senior leaders for action and resolution.
- AFAP process starts with identification of issues at the garrison and unit level. Issues’ viability assessed before prioritization by AFAP General Officer Steering Committee (GOSC) member.
- AFAP is codified in Army Regulation 608-1: Army Community Service (ACS).

What has AFAP done?

- Since 1983, 692 issues have entered AFAP
 - 522 issues resolved; 159 classified as unattainable
- Driving force behind the enactment of:
 - 128 pieces of legislation



Diversity of HQDA AFAP Issues

- **High visibility/wide impact AFAP issues**
 - ✓ Distribution of Montgomery GI Bill (MGIB) Benefits to Dependents
 - ✓ Family Readiness Group Support Assistants (FRSA) Positions
- **Low cost AFAP issues with a high quality of life return**
 - ✓ Convicted Sex Offender Registry
 - ✓ Family Care Plan Provider and Non DEERs Survivor Access to Installations
 - ✓ Paternity Leave for Soldiers
 - ✓ Creation of Family Readiness Groups (FRGs)
 - ✓ Creation of Better Opportunities for Single Soldiers (BOSS)
- **Timely/relevant AFAP issues**
 - ✓ Shortage of Providers in Military Treatment Facilities (MTFs)
 - ✓ Availability of Authorized TRICARE Providers
 - ✓ Traumatic Brain Injury (TBI) Rehabilitation Program
- **Issues that create parallels to civilian standards of living**
 - ✓ In-state College Tuition



Senior Leader Involvement in the HQDA AFAP

- **Secretary of the Army:** Attends AFAP General Officer Steering Committee (GOSC) meetings, if available
- **Vice Chief of Staff of the Army:**
 - Chairs AFAP GOSC meetings
 - Approves AFAP GOSC issue statuses following meeting
 - Approves entry of new AFAP issues into the AFAP
- **Director of the Army Staff:**
 - Tasks Army staff to provide AFAP issue updates for active AFAP issues
 - Tasks Army staff to provide information papers for AFAP command focus group AFAP issues
 - Tasks lead agencies to work new AFAP issues once entered into AFAP
 - Attends AFAP GOSC meetings (Vice-chair)
- **Sergeant Major of the Army:**
 - Attends AFAP GOSC meetings
 - Provides representative to AFAP In Progress Review (IPR)



AFAP Legislative Successes

PL 110-314 (Higher Education Opportunity Act)

- Mandates states charge no more than in-state tuition rates for military personnel and their dependents

Executive Order (Spouse Employment)

- Noncompetitive appointment authority for spouses of active duty (AD), disabled service members (SM), and unremarried widow/widower of a SM killed on AD

Post 9/11 Veterans Educational Assistance Act of 2008

- Distribution of Montgomery GI Bill benefits (MGIB) to dependents
- MGIB for Veterans Education Assistance Program Era Soldiers
- MGIB expiration date

National Defense Authorization Act (NDAA)

- Paternity leave
- Chiropractic treatment for AD
- Professional weight allowance for military spouses
- Education and training for portable careers for military



USAREC Issues Resolved Through AFAP

- **Issue 561:** Funding for eArmyU - Expand funding for eArmyU to provide Soldiers equal access to the program. **Completed in 2006**
- **Issue 559:** Unit Ministry Team Force Structure - Mandate budgeted end strength increase for Chaplains and Chaplain Assistants to assign a Unit Ministry Team (UMT) at each Battalion level unit and higher throughout the Army. **Completed in 2010**
- **Issue 536:** TRICARE Referrals and Authorization Process - Allow referral authorization up to one year for specialty and chronic care patients as determined by the Primary Care Manager (PCM) in coordination with the specialist and authorize the specialist to order necessary diagnostic testing without additional referrals from the PCM. **Completed in 2006**
- **Issue 535:** TRICARE Pre/Postnatal Benefits Information - Create a concise and understandable brochure that explains the prenatal, delivery, and postpartum tests and procedures routinely covered by TRICARE. **Completed in 2006**



USAREC Issues Resolved Through AFAP

- **Issue 525:** Montgomery GI Bill (MGIB) Expiration Date - Eliminate the expiration date for MGIB educational benefits. **Completed in 2009**
- **Issue 524:** Military Spouse Unemployment Compensation - Enact legislation directing all 50 states, the District of Columbia and the US Territories to establish relocation during PCS moves as an involuntary separation, thereby granting unemployment compensation to all qualified recipients. **Completed in 2011**
- **Issue 522:** Marriage and Family Counseling Services in Remote Areas - Provide and fund licensed marriage and family counseling services in remote areas. **Completed in 2007**
- **Issue 497: Distribution of Montgomery GI Bill Benefits to Dependent(s)** - Allow the distribution of basic educational benefits to dependents under the GI Bill to include all Soldiers with at least ten years of service without additional reenlistment requirements. **Completed in 2010**



Issue Submission Process

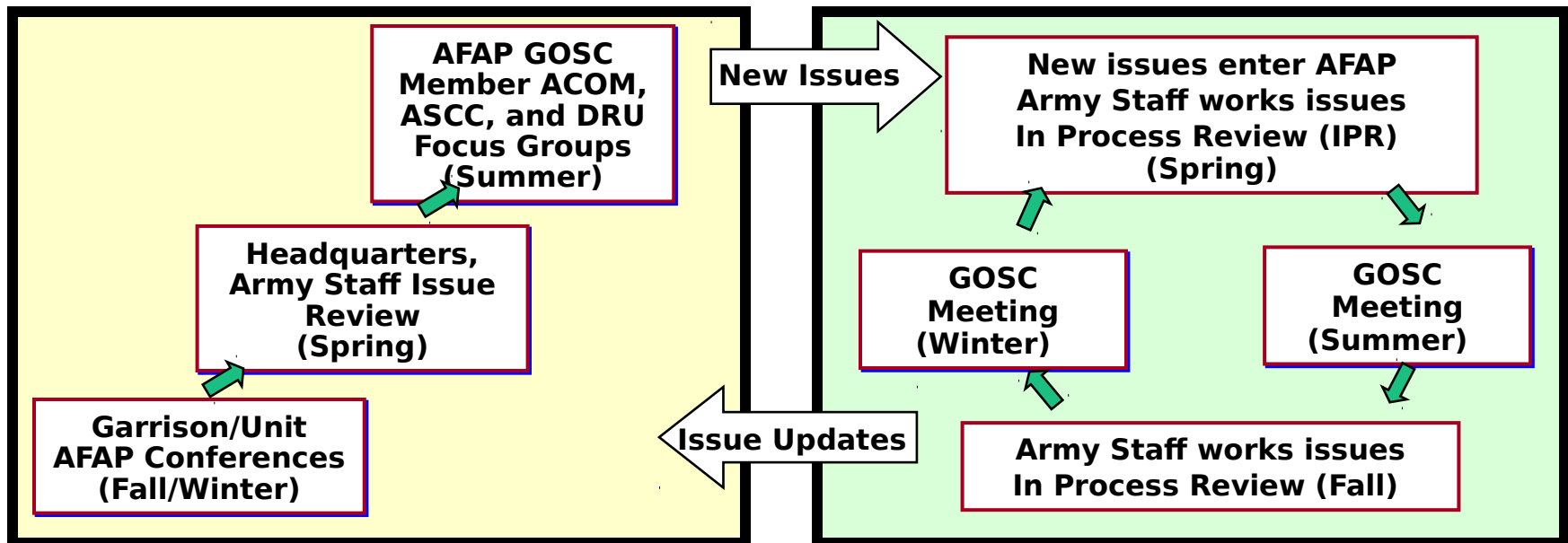


AFAP Process

- NEW issues enter the AFAP via a three-tier grassroots process that prioritizes and elevates quality of life issues (AFAP Conferences)
- Issues are resolved via a protocol that tasks resolution of issues, reviews action plans and progress, and directs new courses of action (AFAP GOSC)

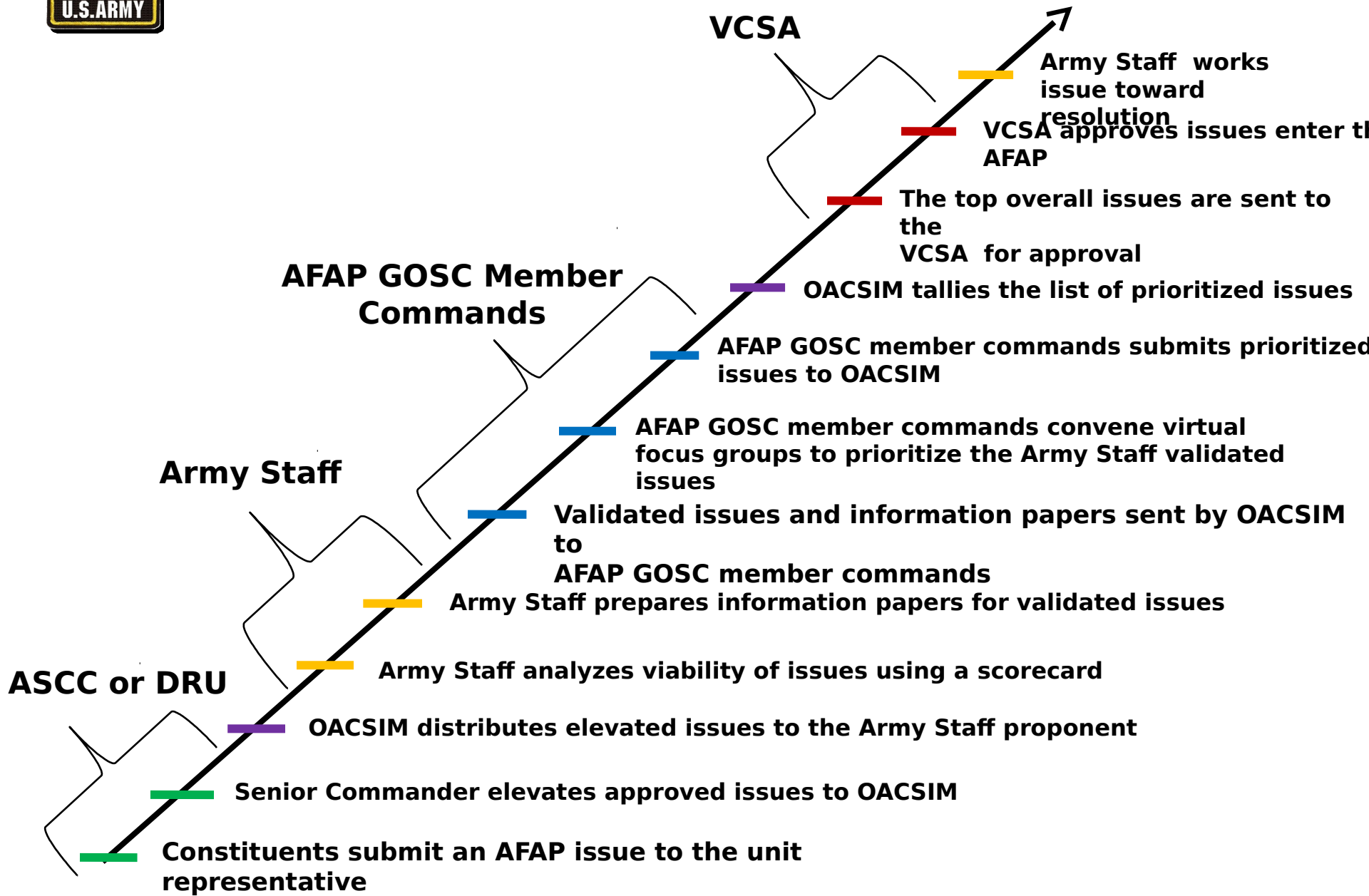
ISSUE SUBMISSION PROCESS

ISSUE RESOLUTION PROCESS





Command Based AFAP Process





Implementing the Issue Submission Process

ARMY OneSource

Search Army OneSource...

Need Site Support? 1-877-811-ARMY

Commander's Page | Online Training | Volunteer Tools | Army Family Covenant | My AOS Page | Services Locator

Family Programs and Services | Army Community Service (ACS) Staff | Child, Youth and School Services | Education, Careers, and Libraries | Recreation, Travel and BOSS | Communities and Marketplace | Community Support

What m... AR... NG?

Army Emergency Relief | Army Family Action Plan Issue Management System | Army Family Action Plan Issue Search | Army Gold - A Financial Game | Army Reserve Family Programs | Army Virtual Family Readiness Group | eLearning Center | Family Programs | Home and Family Life Library Resources | National Guard Family Management | Volunteering | Wounded Warriors | Quick Links | Go To

ANNOUNCEMENTS
Army unveils 'Gold Star' PSA honoring Survivors!
Three different PSA's increase awareness of DoD-issued gold star and next-of-kin lapel pins.
Previous 1 2 3 4 5 Next

FEATURED PROGRAMS
Gifts to Army | NATIONAL GUARD | ARMY FAMILY COVENANT: Keeping the Promise

1. Click on Family Programs and Services

2. Click on Army Family Action Plan Issue Management System



Issue Management System Landing Page

Welcome Mark! Tue Sep 14, 2010 Logout Live Chat Support Home Control Panel Update Profile Help

ARMY OneSource
Search Army OneSource...
Need Site Support? 1-877-811-ARMY

Commander's Page Online Training
Volunteer Tools ARMYBook
My AOS Page Services Locator

Family Programs and Services Health Care Soldier and Family Housing Child, Youth and School Services Education, Careers, and Libraries Recreation, Travel and BOSS Communities and Marketplace Community Support

Army Family Action Plan - Submit Quality-of-Life Issues
Learn more at the [Army Family Action Plan Home Page](#)
[Submit Issue](#) | [Search HQDA Issues](#) | [View Issue Update Book](#)



Army Family Action Plan Issue Management System

- The Army Family Action Plan provides a way for you to let Army leadership know what works, what doesn't, and how you think problems should be resolved.
- See if an issue you want to raise is already being addressed by clicking Search HQDA Issues below. Or [view all active issues now](#).
- Don't see a topic you'd like to address? [Submit a new issue now](#)

1

[Submit Issue](#) [HQDA Issues](#)

To search for your local AFAP Program Manager, enter your US zip code: [Search](#)

2

1. Options to Submit an Issue OR Search Active Issues
2. Search for AFAP Program Manager by Zip Code.



Issue Management System Routing

Army Family Action Plan - Submit Quality-of-Life Issues

Affiliation

Unit/Installation

Issue Description

Submitter Profile

Summary

Step 1: Please select your U.S. Army affiliation:

1



Active Army



National Guard



Army Reserves

Step 2: Please select your location:



CONUS
continental united states



SWITCH TO OCONUS

You have selected the below location.



Next

1. Options to select your U.S. Army affiliation.
2. Options to select your CONUS or OCONUS location for issue routing.



Issue Management System Routing

Affiliation >> Unit/Installation >> Issue Description

Your Selected Region: Maryland

Step 3: Please select your unit or installation:

1 ☐ 1st Recruiting Brigade

2 ☐ Fort Meade

☐ Aberdeen Proving Ground

☐ Adelphi Army Research Lab

☐ Corps of Engineers

☐ Fort Detrick

☐ INSCOM: 704th Military Intelligence Brigade (Fort Meade)

☐ INSCOM: 902nd Military Intelligence Group (Fort Meade)

☐ INSCOM: Army Field Support Center (Fort Meade)

☐ INSCOM: Army Operations Group (Fort Meade)

☐ INSCOM: Central Clearance Facility (Fort Meade)

☐ INSCOM: Meade Operations Center (Fort Meade)

☐ Judge Advocate General's School

☐ Lake City Army Ammunition Plant

☐ Medical/Dental/Public Health/Veterinary Activity (Aberdeen Proving Ground)

☐ Medical/Dental/Public Health/Veterinary Activity (Fort Detrick)

☐ Medical/Dental/Public Health/Veterinary Activity (Fort Meade)

☐ SMDC: 53rd Signal Battalion (Fort Detrick)

☐ SMDC: 53rd Signal Battalion (Fort Meade)

☐ US Army Cadet Command

☐ US Military Entrance Processing Command

1. Select your unit if the issue is Recruiting Command or Army specific (e.g. change to how basic allowance for housing is calculated).
2. Select a garrison if the issue is specific to that garrison (e.g. Fort Meade).



Issue Management System Issue Submission

[Affiliation](#)[Unit/Installation](#)[Issue Description](#)[Submitter Profile](#)[Summary](#)

Step 4: Please enter your issue details:

* = Denotes a required field

* Subject:

29 of 500 characters used

* What is the Problem:



32 of 2000 characters used

* Why is it a Problem:



45 of 2000 characters used

* How would you fix the Problem:



49 of 1000 characters used

[Another Recommendation](#)

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AFAP Issue Submission Checklist

ARMY FAMILY ACTION PLAN (AFAP) ISSUE SUBMISSION CHECKLIST

Issue Title: _____

Garrison/Unit Submitting Issue: _____

Date of Garrison/Unit AFAP Conference: _____

Name/Email/Phone of Garrison/Unit AFAP POC: _____

A. Does issue meet ALL nine required AFAP Issue Criteria? ☐ Y ☐ N
(For a "yes" response, questions 1-7 below must be "yes" and 8-9 must be "no.")

- ☐ Y ☐ N 1. Is issue scope a minimum of three sentences?
- ☐ Y ☐ N 2. Is issue within Department of the Army Staff (DAS) tasking authority to resolve?
- ☐ Y ☐ N 3. Does the issue identify a single measurable end product?
- ☐ Y ☐ N 4. Does the issue identify a specific demographic group impacted?
- ☐ Y ☐ N 5. Does the issue have a maximum of two recommendations?
- ☐ Y ☐ N 6. Does the issue address one topic?
- ☐ Y ☐ N 7. Does the issue require a single functional proponent for resolution?
- ☐ Y ☐ N 8. Does the issue recommendation duplicate existing programs, services, policies or legislation that addresses the issue?
- ☐ Y ☐ N 9. Does the issue duplicate an active HQDA AFAP issue or a HQDA AFAP Issue that closed in the past three years?

B. What demographic group does this issue impact? (Select all that apply)

- ☐ Active Duty Only
- ☐ Reserve Component Only
- ☐ Active Duty and Reserve Component
- ☐ Retirees
- ☐ Family Members
- ☐ Civilians
- ☐ Survivors
- ☐ Caregivers
- ☐ Wounded Warriors

C. Which of the following does this issue align with? (Select all that apply)

- ☐ Army Campaign Plan
 - Campaign Objective _____
 - Major Objective Number _____
- ☐ Army Family Covenant
 - Line of Operation Number _____
- ☐ IMCOM Campaign Plan
 - Line of Effort _____
- ☐ Other (List document title) _____

D. What would happen if the issue was not resolved?

E. Approximate cost to resolve issue? (Estimate if you do not know.)

- ☐ One time cost
- ☐ Recurring Cost
- ☐ Cost Avoidance

1. Section A must be "Yes" for issue submission. If response is "No," the issue will be returned
2. Section B reinforces established issue criteria requirements
3. Section D reinforces issue scope's final sentence of "Why issue is a problem"
4. Section E establishes potential implementation cost(s)



Issue Resolution Process

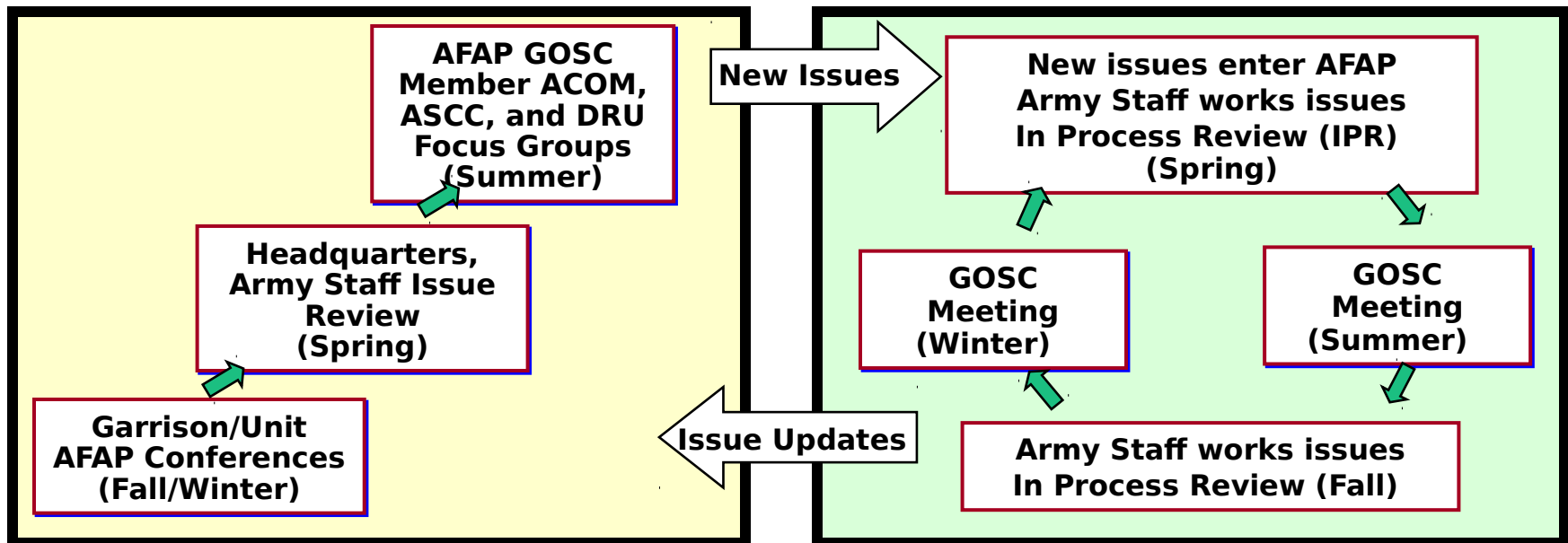


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ISSUE SUBMISSION PROCESS

ISSUE RESOLUTION PROCESS





AFAP Issue Review and Progress (IPR)

- **Purpose:** Codified in AR 608-1, Annex K and the AFAP GOSC Charter. Army staff presents the action plan and progress on their assigned AFAP issue. The Assistant Chief of Staff for Installation Management (ACSIM) reviews issue progress and provides guidance to pursue prior to the AFAP GOSC briefing.
- **Attendees:** Session is chaired by the ACSIM. Attendees include Army Staff action officers and representatives from the offices of: Sergeant Major of the Army; Assistant Secretary of the Army for Installations, Energy and Environment; Assistant Secretary of the Army Manpower & Reserve Affairs; Chief Legislative Liaison; Army National Guard; Chief of the Army Reserves; and AFAP GOSC member
- **Frequency:** Semi-annually in the Spring and Fall
- **Agenda:** All active AFAP issues
- **Actions:** Ensure the issues are being actively worked and to provide guidance on alternative courses of action to resolve the



AFAP GOSC Overview

- **Purpose:** Codified in AR 608-1, Annex K and the AFAP GOSC Charter. Serves as a review board to ensure that AFAP issues are thoroughly worked to resolution by the appropriate functional proponent.
- **Frequency:** Semi-annually in the Winter and Summer
- **Agenda:** Active AFAP issues (currently 11 active issues)
- **Actions:**
 - Review action plans for feasibility and measurable objectives.
 - Provide guidance and direction on courses of action.
- **Final issue status:** Determined by the VCSA
 - Active (VCSA may direct new course of action or end product)
 - Completed (Issue resolved; recommendation or “best solution” attained)
 - Unattainable
 - Issue cannot be resolved at this time because of absence of Service or Congressional support; resource constraints
 - After a three-year “hold ” issue can be elevated to HODA



AFAP GOSC Membership

Secretariat:

Deputy Assistant Secretary of the Army for Budget
Assistant Secretary of the Army (Manpower & Reserve Affairs)
Assistant Secretary of the Army (Installations, Energy & Environment)
Office of the Secretary of Defense, Health Affairs (TRICARE Management Agency)
Deputy Assistant Secretary of Defense (Military Community & Family Policy)

Army Staff:

Vice Chief of Staff, Army [Chair]	• Surgeon General
Director of the Army Staff [Vice-chair]	• Chief of Engineers
Sergeant Major of the Army	• Chief of Chaplains
Director, Army National Guard	• Inspector General
Chief, Army Reserve	• Judge Advocate General
Deputy Chief of Staff, G-1	• Director, Program Analysis & Evaluation
Deputy Chief of Staff, G-2	• Chief of Legislative Liaison
Deputy Chief of Staff, G-3/5/7	• Chief of Public Affairs
Deputy Chief of Staff, G-4	• Provost Marshall General
Chief Information Officer/G-6	
Assistant Chief of Staff for Installation Management	



AFAP GOSC Membership

Commanders and Command Sergeants Major:

Army Commands (ACOM):

- US Army Forces Command
- US Army Training & Doctrine Command
- US Army Materiel Command

Army Service Subordinate Commands (ASCC):

- US Army Europe
- US Army Pacific
- US Army Special Operations Command
- US Army Space & Missile Defense Command
- US Army North
- US Army South
- US Army Central

Direct Reporting Units (DRU):

- US Army Intelligence & Security Command
- US Army Military District of Washington
- US Army Test & Evaluation Command
- US Military Academy (West Point)



AFAP GOSC Membership

Other Select Command Sergeants Major/Sergeants Major:

- Office of Secretary of Defense, Reserve Affairs
- National Guard Bureau
- Inspector General
- Assistant Chief of Staff for Installation Management
- Installation Management Command
- Army National Guard
- US Army Reserve
- Medical Command
- Corps of Engineers
- Criminal Investigation Command
- I Corps
- III Corps
- V Corps
- XVIII Airborne Corps



Questions or Concerns